PUBLIC AFFAIRS FOUNDATION

CITIZEN REPORT CARDS
AND MORE
Set up in 2003 in response to demand for CRC work around the world

Team of 5 - Located in Bangalore

Flagship product is Citizen Report Card,

Others include Community score cards, workshop modules on CRC, Social accountability tools in general, training for government officials, technical support on CRC and CSC
A FLAVOUR OF RECENT PROJECTS

- CRC on Health services in hospitals in Bangalore
- Maternity homes run by City Corporation – CRC in 1999, 2003, 2010. CSC and PETS in 2010, dialogue with service providers at facility level and at Corporation level on.
- Delhi Social Audit – I and II
- Planning commission driven State Social Audits in 4 provinces so far
- Dadra Nagar Haveli – district hospital – case of corruption reported and acted on right away
- Tanzania – CRC and CSC
CONCEPT: WHAT IS A CITIZEN REPORT CARD?

1. Background Work and Preliminaries
2. Implementation of Citizen Report Card
   - Dialogue with and response of service providers
   - Engagement with stakeholders
   - Engagement in various forms of advocacy
   - Dissemination of findings
3. Continuous Benchmarking and Periodic Review
4. Successful Citizen-Driven Reform
5. Creation of Institutional Self-Monitoring Mechanisms
Elements of the CRC Process

- **Preliminary Work**: Identify the issues, ascertain feasibility of CRC, define scope of action, design survey, and frame the sample.

- **Implementation of CRC**: Collect user feedback, engage with service providers, rate services, analyze and interpret data, and produce reports.

- **Setting an Agenda for Reform**: Actively engage all stakeholders (users, citizens, service providers, policymakers, etc.), disseminate findings, and promote advocacy (civil society, media, etc.).

- **Benchmarking and Reform**: Affect citizen-driven reform and maintain a continuous benchmarking process through periodic review.

- **Self-Monitoring Institutions**: Encourage service providers to be accountable and monitor their own effectiveness without requiring external impetus.

*Dr Sita Sekhar, OSF Convention, Johannesburg, July 18-20, 2011*
Contacts and materials

💡 Elearning course - www.citizenreportcard.com
💡 Website - www.pafglobal.org
💡 Website PAC - www.pacindia.org
💡 Email - sita@pafglobal.org
💡 Films
  ■ CRC approach, all India CRC
  ■ Electoral reforms
  ■ CMCA